

SECTION - I GENERAL

I.1. **OBJECTIVE**: The purpose of this Invitation to Bid (ITB) is to provide sufficient information to interested bidders to prepare and submit bids for consideration by the State of Alabama, Department of Finance (State) to procure the services of a single application service provider (ASP), to provide e-government applications and services to agencies, commissions, boards, etc. for the State of Alabama. The desired outcome of this ITB is to award a contract (the Contract) to the lowest responsible bidder (the Bidder) to provide those services. The Contract will be for a term of one-year and provide for two renewal periods of one-year each at the option of the State.

I.2. **PERFORMANCE GUARANTEE**: Upon award, the successful Bidder will be required to provide to the State, within ten working days of notification of award, a performance bond, approved by the State, of an amount equal to one hundred thousand dollars (\$100,000) as a guarantee for the delivery and acceptance of the services in accordance with the specifications and as warranty that the deliverables meet all the performance standards and criteria established by the respective services required by this ITB. In the event the Bidder, or any of its third party providers or sub-Bidders, fails to deliver or perform to the satisfaction of the State, the contracting authorities for the State reserve the right to proceed against the performance bond and to cancel any purchase orders and any associated agreements without any resulting liability, present and future, to the State. The performance bond referenced above must remain in place through the last delivery of any order processed by the Bidder for the Contract which is established as a result of this ITB.

I.3. **INQUIRIES**: Any questions that arise concerning technical data in the ITB must be submitted in writing to:

Mr. Eugene A. Akers
Manager, Office of Planning and Development
Department of Finance/Information Services Division
64 North Union Street, Suite 785
Montgomery, AL 36130-3854
Fax: 334-353-4736

Questions of a procedural nature and copies of all questions to Mr. Akers should be directed to: Ms. Jaeri Ellis, Division of Purchasing, Fax # 334-242-4419.

I.4. **BIDDERS PRE-BID CONFERENCE**: There will be a **mandatory** bidders' pre-bid conference, January XX, 2000, at 2:00 p.m., in the Purchasing Division auditorium, Ground Floor, Union Street Entrance, RSA Union Building, 100 North Union Street, Suite XX, Montgomery, Alabama. Bidders are limited to two representatives at the Bidders' Pre-Bid Conference. All questions about the administrative and technical content of this ITB must be submitted in writing and addressed as shown in paragraph I.3. All questions must be received no later than 5:00 p.m., on December XX, 2000. The State will prepare a written response to all questions and mail the responses to all bidders attending the pre-bid conference. **Only bidders attending the pre-bid conference will be allowed to submit a bid response. Bidders will be required to register as they enter the pre-bid conference.** Individuals representing multiple bidders must register separately for each bidder being represented.

I.5. **ADDENDA TO ITB**: Any changes or modifications to this ITB will be made by a written addendum issued by the Department of Finance, Division of Purchasing. Addenda will be mailed only to those bidders that have attended the Bidders Pre-Bid Conference.

I.6. **BID AWARDS**: The State may award a contract(s) by accepting the lowest responsible bid meeting all the specifications for all services required by this ITB. The State reserves the right to incorporate standard State of Alabama contractual provisions into any agreement executed as a result of any bid submitted in response to this ITB. Appropriate State contract laws, terms, and conditions will apply, including a limitation on the term of the Contract to three years, including renewal periods. The agreement will be subject to the laws of the State of Alabama and will be reviewed by legal counsel of the Department of Finance as to legality of form and compliance with State laws and the terms and conditions of this ITB.

I.7. **CRITERIA FOR SELECTION**: Contract award, if any, will be pursuant to §41-16-20 et seq. Code of Alabama 1975 based on all factors listed below in the sequence listed below and others implicit within this ITB. The State reserves the right to award any, all, or none as may be in its best interest.

- (1) Specifications: Bid must meet all specifications.
- (2) Bidder Status: **Responsible** (This criterion includes an evaluation of (A) the bidder's past experience, (B) the ability of the bidder to perform the terms of the ITB, and (C) the quality and relevancy of the items bid) OR **Preferred** (as defined in §41-16-20 et seq. Code of Alabama 1975).
- (3) Price: Lowest From A Responsible Bidder OR Lowest From A Preferred Responsible Bidder (provided the total of such bid is no more than five (5) percent greater than the lowest total bid from Responsible Bidder that is not a **Preferred** Bidder).

I.8. **TRAINING**: The Bidder must offer appropriate training for State personnel on the implementation, initiation, maintenance, monitoring, management and administration of each service bid. Specify the type, duration (in hours) and availability of recommended training. Include in the pricing section costs for training on-site.

I.9. **DOCUMENTATION POLICY**: Bidder must specify the policy and charges for documentation for the services bid. Include the policies regarding updates and the State's right to reproduce documentation. The charges must include, if any, the charge for providing the State with a single copy of the documentation, and subsequent updates, for each item type ordered.

I.10. **RELATED EXPERIENCE**: The bid must identify the names of at least five major customers currently using the services of the Bidder in the types of services required by this bid. The service must have been implemented and operational for a minimum period of six (6) months. A name, title, address and telephone number must be provided for a person to contact regarding the services bid. The State reserves the right to contact each customer listed in the bid.

I.11. **SERVICE MAINTENANCE**: Describe, as applicable to the service items, (1) how service deficiencies will be reported by the State, (2) who is responsible for correction, (3) how new service versions will be provided to the State, and (4) what charges (if any) are associated with this service maintenance, including any one-time and monthly license fees (these charges must be included in the bid).

END OF SECTION I

SECTION - II

RESPONSE PREPARATION AND BID FORMAT

II.1. **BID FORMAT**: Bids must be in the same format and sequence as presented in this ITB. The bid must include: (a) a statement of compliance with the mandatory requirements, (b) complete description of the services to be provided, (c) a description of any third party relationships and involvements, (d) expectations by the bidder of the Department of Finance, Information Services Division, and other State agencies in regard to each service being bid and (e) any other requirements set forth elsewhere in the bid. Information submitted shall be sufficiently detailed to substantiate that the services offered meet or exceed the specifications. The requirements stated herein should be considered mandatory unless otherwise stated.

(1) The information submitted by the bidder will be used for a technical and cost evaluation. The State may use any other information submitted with the bid for evaluation purposes.

(2) Multiple bids meeting the specifications will be accepted. Each bid must stand on its own by being complete in every respect and must be clearly identified as Bid No. 1, Bid No. 2, etc., on the cover page.

(3) Bidders must bid all services described in this ITB. Partial bids will be rejected as not being responsive to this ITB. Full disclosure and description of any third party involvement must be included in the bid to the same degree as if the bidder was originating the service involved. The bidder shall be considered the prime and shall be held accordingly.

II.2. **BID SUBMISSION**: Three (3) copies of the bid (original and two copies) must be submitted. Each bid must consist of three parts, and clearly marked as 1) General, 2) Technical and 3) Cost. Bidders must not include costs in either the General or Technical sections of the bid package. The State is not liable for any cost incurred by a bidder replying to this ITB.

II.3. **ORAL PRESENTATIONS**. Bidders may be requested to make oral presentations, if required by the State, to supplement their bids. In this event, the bidder will be required to submit a synopsis of said presentation, signed by the same official who signed the bid, for inclusion in the bid. Said presentation and synopsis will be come part of the bid and be used in the bid evaluation.

II.4 FINANCIAL DATA AND CONTRACTUAL CONSIDERATIONS: Bidder must include its financial statements for its latest fiscal year, and the financial statements of all proposed third parties for their latest fiscal years, in the General section of the bid response.

END OF SECTION II

Section - III Specific Requirements

Section III - Specific Requirements

III.1. Purpose

The State of Alabama has a need to bring everyday transactions between the State, its citizens, and its employees and local government to the Internet. Benefits to the State include reduced operating expenses and a more effective, efficient communications channel. Citizens will benefit from the convenience of twenty-four (24) hour, seven (7) day online, anytime, anywhere transactions with the State.

III.2. Objectives

Electronic delivery of government services and information is the objective of this Invitation to Bid (ITB). It is anticipated that the electronic delivery of government services will facilitate and improve the way citizens, businesses, employees and local governments communicate and interact with State government.

Key objectives are:

- 1) Rapid implementation of e-government applications to support the processing of licenses, filings, permits, registration, renewals, and database searches. Preferably, these applications would be previously implemented applications that can be easily customized to fit the state's needs.
- 2) Integration of the state's current home page and corresponding agency web pages.
- 3) Development and delivery of a continually expanding set of basic government services.
- 4) Obtaining a high percentage of adoption of e-government services as the preferred method for obtaining government services.

The State of Alabama, Department of Finance, hereinafter referred to as the State, is seeking to contract with a single application service provider (ASP), hereinafter referred to as the Bidder, to provide e-government applications and services to agencies, commissions, boards, etc. for the State of Alabama. Services to be provided may include, but are not limited to, transaction processing between the State of Alabama and its citizens over the Internet, Interactive Voice Response (IVR) processing, credit card processing, application development, integration with agency's existing systems, security, application hosting, application support and management reporting.

This contract will require the establishment of the following types of transactions:

- ? the ability for state government to send requested information or documents electronically to multiple devices;
- ? the ability for state government to process interactive applications for licenses, permits, and other government documents, to sell goods and services by interactive applications, and to receive electronic documents for filing from the public, businesses, employees, and local governments who are regulated by a state agency that, when a signature is necessary, can be electronically signed by the requesting authority; and
- ? the ability for state government to receive required payments electronically.

The Bidder will provide resources for helping various agencies of state government deploy Internet-based services and transactions.

Services to be obtained through this procurement include:

- a) Customizable applications and/or applications developed for State agencies that provide electronically delivered services and information (i.e. e-government) to the citizens, businesses, employees and local governments of Alabama.
- b) Assisting the State in marketing the State's e-government services in a variety of ways to increase utilization of the services it offers.
- c) Optional hosting of agency e-government applications in an environment that is reliable and secure.
- d) Providing customer support to users and agencies.

The selected Bidder will be expected to expend private capital to build and manage the components required to support the services, information and transactions identified in this ITB. The State of Alabama will cooperate with the awarded Bidder on developing value added transactions in order for the Bidder to recover costs through convenience fees, transaction payments or other means. The Bidder will also cooperate with the State of Alabama in developing strategies to increase business and agency use of this Contract. It is the intention of the State that many of the services and information offered to the public will be free, while other services may involve payment. In addition, some services will have fees charged on a subscription and/or on a per transaction basis, due to the added value and convenience of real-time access to the information or application.

III.3. Management and Administration

The Alabama Department of Finance will establish strategies and procedures governing the development of this e-government application. Decisions regarding issues such as application priorities, customer service, fees and data security, will be governed by the Department of Finance. The Department of Finance will guide the development of this e-government application and approve funding mechanisms.

The Department of Finance will designate a day-to-day manager of the Contract for the State. The manager will serve as a liaison between the Bidder and state agencies. All pertinent aspects of this e-government project such as planning and design services, development and integration of applications into the overall e-government design, establishment of fees and priority of projects will be coordinated through the manager and approved by the Department of Finance.

Agencies requesting services from the Bidder are responsible for identifying both the business and technical application requirements, working with state legacy system support staff to define interfaces between the e-government application and legacy production systems, performing acceptance testing, and providing second level customer service support relative to specific business rules for the application. The agency will also define any constraints (must be free to the customer, could have a convenience fee added, etc.) and estimate service volumes. Agencies are responsible for obtaining Department of Finance approval for all applications requested to be delivered.

The Bidder will designate a Contract Manager who will be responsible for all activities from the Bidder's perspective. The Contract Manager will meet regularly with the manager to review e-government activity, status of planned e-government services, customer service activity, customer satisfaction survey results, and identify any issues that need addressing by the State.

The Bidder will be responsible for the development, maintenance and support of an agency's e-government application. The Bidder will recommend e-government applications that will assist state agencies in working towards providing effective and enhanced state information dissemination to the citizens and businesses of Alabama. The Bidder will review the requirements for e-government applications and provide agencies with a bid for e-government service delivery. The Bidder will define a process for e-government service delivery Work Orders within thirty (30) days of contract award. The manager will review the defined process and must approve the process before it is implemented. Bidders should describe their suggestions and recommendations related to how this Work Order process would be developed.

If the Bidder is required to host the agency's e-government application site, the Bidder will be responsible for the acquisition and operation of all hardware, software and network support related to the e-government application. In that situation, the Bidder must ensure that the site is used exclusively to meet the objectives set forth by the State of Alabama in this procurement. Only applications approved by the Department of Finance and data required to support those applications will reside on those host servers. The technical and professional activities required for establishing, managing, and maintaining the agency e-government applications are the responsibilities of the successful Bidder. The e-government application must be available on a 7 x 24 x 365 basis, providing around-the-clock service to government constituents.

Activities pertaining to the administrative management of the e-government application that are the responsibilities of the Bidder are planning, design, development and other business management activities.

The Bidder is financially responsible for all overcharges and mischarges that occur as a result of e-government application errors or omissions. Any overcharges and mischarges will be itemized on the Bidder's invoice and deducted from the balance due.

The Bidder, based on its prior e-government experience in other states, will advise the State of any legislation that may impact the State's e-government objectives or applications as well as any legislation that may be needed to facilitate the achievement of the State's e-government objectives throughout the life of the Contract.

III.4. Agency Participation

It is the intent of the State to award a single statewide contract for e-government application development and electronic payment processing. The state's executive branch agencies will actively participate in the use of this contract for e-government applications. All other state agencies will be encouraged to participate to promote the electronic delivery of government to the citizens and business community.

III.5. On-line Services and Premium Services

The State desires to implement numerous on-line service applications. Many of these applications will provide services and information at no cost to the citizen or business beyond the existing fee structure for the service while some services may be offered for a convenience fee to the taxpayer. Primary applications will be professional license renewals and new applications.

The State desires the following four models of services:

1. Bidder will provide e-government application and merchant services
2. Bidder will provide merchant services only
3. Bidder will provide e-government application services only
4. Bidder will provide e-government "premium services"

Some services may be provided to the citizen without cost with the agency assuming all associated costs. This type of service is generally referred to as "transaction costs" that are billed by the Bidder directly to the agency. It is generally accepted that this type of service will have a higher acceptance rate.

Some services may be provided to the citizen without cost to the agency with the citizen assuming all associated costs. This type of service is generally referred to as a "convenience fee" that is billed by the Bidder directly to the taxpayer. It is generally accepted that this type of service will have a lower acceptance rate.

Some applications may add significant value for the citizen and/or business and may be offered as "premium services." An individual or business that gains significant value from the accessibility of information electronically in the timeframe that meets their needs would primarily use premium services. Premium services will be offered for a transaction and/or subscription fee to be determined individually. Premium services must be provided on demand as an agency defines a specific service requirement. No premium services will be bid as part of this ITB. However, the successful bidder will be used for all premium services under the terms of the Contract. A transaction, used in this ITB and the resulting Contract, is defined as "a service rendered and payment complete".

Agencies requesting services to be delivered will define the business requirements of the service, identify whether the service would be a premium service, identify any constraints (must be free to the customer, could have a convenience fee, etc.), and estimate service volumes. The Bidder will review the requirements and provide the agency a projection for electronic delivery that includes any fee that may be required to deliver the service. If the agency accepts the Bidder's projection, the agency will present the projection to the Department of Finance for review, prioritization, and approval.

The State also recognizes the distinction between web-based solutions that include Interactive Voice Response (IVR) capability and those that do not. The combined use of a web-based application and IVR will be optional depending on the agency's specific requirements. As such, this ITB recognizes the distinct difference between both options.

III.6. Self-Supporting Business Model

It is the State's intention that e-government projects be financially self-supporting. The Bidder will fund all up-front and ongoing investment and operational costs. The Bidder will be paid for services delivered by the agency e-government application based upon established procedures.

The Bidder, in conjunction with the agency, will define and propose the best possible funding mechanism for each e-government application. The State may elect not to charge the user a convenience fee and may choose to pay transaction fees out of any state cost savings for conducting the transaction electronically. Premium Services may be funded by charging the user on a per transaction basis and/or a subscription basis.

The Bidder will, in coordination with the State, develop and market new e-government solutions. As new revenue sources are identified, additional funds may be available to enhance e-government services.

III.7. General Design Requirements

The State's intent is that e-government applications will be used by citizens, businesses, and employees as a location for information dissemination and electronically delivered services that will facilitate their respective relationships with the State. Design should answer the needs of its users by designing the e-government application from the user perspective. Citizens and businesses will naturally approach the use of e-government services from a number of different perspectives. The design must enable a variety of approaches and respond with a number of methods for searching and linking information and services. A consistent user interface will be a critical factor in the success of these applications with the citizen and business communities.

The e-government application should convey a true sense of security and privacy to its users. Citizens and businesses will, at times, transfer private and personal information through the Internet by means of using the State's on-line services. The e-government application must be designed to protect this personal and private information. For the users who cannot see the behind-the-scenes efforts to protect data, the e-government application must be designed to communicate the level of security and privacy that is being utilized.

The overall design must be constructed to accommodate the rapidly changing world of information technology, e-government, and wide-scale growth. Designs should allow for flexibility in incorporating new capabilities for e-governance that come along with future advances in technology. Citizens and businesses will become accustomed to the new advances and features available on commercial Internet pages and come to expect the same from their State e-government sites.

III.7.1. Consumer Access and Accessibility

The Bidder must make the e-government application accessible via popular browsers such as Microsoft's Internet Explorer and Netscape Communicator. The application must accommodate a minimum standard for citizens using a browser equivalent to Microsoft Internet Explorer version 4.0 or Netscape Communicator version 4.5 or later versions of both.

III.7.2. Universal or Alternative Access

The e-government application should be designed with the ability to accommodate other methods of accessing the Web that are increasingly becoming available through different services. Personal hand-held devices,

Interactive Voice Response (IVR), kiosks, cell phones, wireless access protocol (WAP) devices, and WebTV are among the different ways in which the general public is now able to access the Internet without the use of a traditional Web browser. Not all these access devices will be able to accommodate the same level of display, communication and other programming capabilities that could be accessible on the Web through a standard Internet browser. Bid responses must address how they will approach providing the same basic functionality being delivered over these different methods of access.

III.7.3. Notification of New or Changed Services

Bid responses must describe their approach to notifying premium subscription members of new services or changes in service, e.g. emails, Web page banners, etc.

III.7.4. Multi-Language and Disabled Access

The State may require certain features for offering services in languages other than English. The Bidders must address how multi-lingual issues could be addressed. The e-government applications are not required to be multi-lingual initially.

The Bidder must describe support for state citizens who need special features to accommodate certain disabilities. The Bidder must define its ability to provide the same basic services to persons with disabilities as would be accessible to the general public. Compliance with Federal ADA guidelines and Section 508 of the Rehabilitation Act Amendments of 1998 are required.

III.8. Contract Services

The Contract must provide basic services that will assist the State of Alabama in the development and implementation of effective e-government applications.

III.8.1 Merchant Services

The Bidder will perform the payment processing for state government. After confirming that the business transaction can be completed, i.e. the applicant is eligible to renew a license, the user must be given the option to make payment. The Bidder will capture relevant credit card information and accounting information to insure that payment transactions can be properly recorded and reconciled in the State's accounting system.

For a payment transaction, on-line authorization must be obtained by the payment system. When the authorization request from the payment processor is successful, the payment system must provide confirmation to the user that the transaction has been processed. Until the user initiates payment authorization, the user must have the ability to cancel the process.

The Bidder will provide for card acceptance, presentation, authorization, and the management of refunds, credits, and returns. The Bidder will utilize the file formats with appropriate security and user interfaces regarding electronic transactions through the website. State fees collected via the application will be remitted directly to the State. Transaction fees will be withheld prior to remittance to the State. Convenience fees will be collected as part of the authorized payment from the taxpayer and will be withheld prior to remittance to the State.

The Bidder must provide an on-line Premium Subscriber Billing System for premium service subscribers. Subscribers must be able to access and review their invoices on-line. The State will define to the Bidder the accounting information, credit terms and processing cycle for this billing process. Online payment of subscribers' fees will be processed similar to convenience fees.

Agency accounts will be established to allow reconciliation by the agency prior to deposit into the Treasurer's accounts.

III.8.2. Marketing and Publicizing e-government Transactions

The Bidder will assist the State in major marketing activities associated with the implementation of e-government applications. Marketing activities would include publicizing the State's e-government availability to citizens and businesses and efforts to increase utilization of the e-government services the State offers. The Bidder will also assist the State in marketing the advantages and benefits of e-government to state agencies. All marketing initiatives conducted by the Bidder individually must be approved by the Department of Finance before being released.

Bidders must describe how they would design and implement a marketing plan to create awareness, build support and accelerate the adoption and use of e-government services. The Bidder must describe its ability to partner with government and community and private organizations to extensively promote electronic government self-service applications.

The Bidder's plan must show how marketing strategies would be used to build end-user traffic to e-government applications and to assure the widest possible use of the services.

III.8.3. Consulting Services

State agencies may have a need for assistance in designing Web pages, publishing content or developing the back-end processes to support the service delivery application. The Bidder will be paid on an hourly rate for designated classifications for use by the state agencies for such services. The hourly rate shall be a fully burdened rate that includes, labor, per diem, travel, overhead and any other costs related to the service. The consulting classification skills that may be needed are defined in **Attachment C - Consulting Classifications Skills**. **The Bidder will respond in the correct format as given in Attachment B, Cost Bid Format.** Bidders **must not** include any cost in the Technical Bid section.

It is not the intent of the State to utilize the Contract for the general consulting services required by the State in the technology area, but to provide a capability for services to be provided when they are directly related to e-government projects and needed to support the goals and objectives of the State's e-government development and operation.

III.8.4. Management Reporting Services

Management reporting services will be required. Such reports will be needed in order for the State to understand how data is being accessed, what data is being accessed, and how data needs to be organized to more effectively meet the needs of the public.

Bid responses must include a description of the Bidder's approach to providing such information. The State will determine the frequency and the timeframe of the required reports.

Among items that may be required, but not limited to, in management reporting are:

- ? Number of business/services transactions by application and in total for the state;
- ? Number of visits to the agency's e-government website;
- ? Number of visits to Premium Services by application;
- ? Number and types of forms/reports requested by users;

- ? Number of subscribers by type and the number of transactions each subscriber makes per application;
- ? Customer feedback and on-line survey reports, including requests for future services.

Reports of the above information may also be required by agency.

Customer Satisfaction and Adoption Rate are two major areas to be assessed and measured. Quantitative measures for evaluating the success of e-government applications are required. The measures to address include, at a minimum, the following items:

Customer Satisfaction:

The implementation of electronic delivery seeks to enable business with government to be more effective and efficient in the following ways:

- ? easily locate information
- ? conduct business transactions
- ? availability of services around the clock

State Adoption of e-government Services:

The goal is to obtain a high percent of participation from citizens and businesses.

Bidders must describe metrics they would propose be developed to capture and calculate data to support measurement of e-government success. The State will work with the Bidder on finalizing measurement criteria to ensure the results can be measured.

III.8.5. Process Improvement

The Bidder will help agencies understand how processes can be improved and streamlined by deploying them as Web applications, and in fostering partnering and cooperation among agencies that deliver services via the Internet.

Bidder responses must describe proposed processes and plans for:

- ? Locating and re-structuring duplicate or redundant information, data, and services that are being delivered to overlapping customer bases.
- ? Combining information into a single system to improve customer service and raise program efficiency.
- ? Fostering a high degree of partnering among agencies and between government entities.
- ? Conducting executive and management education programs to disseminate information on innovative ways to use the Internet to deliver government services.
- ? Facilitating the establishment and management of agency and Bidder partnerships that would plan and develop on-line services.

III.8.6. Organization and Staffing

Bid responses must include an organization chart reflecting the Bidder's overall business structure with an explanation of the State's e-government development undertaking within that framework. A comprehensive staffing plan must outline Bidder staff responsibilities necessary to develop e-government applications, manage and market the e-government environment. State government staff will be responsible for all updating of state production systems. State staff will assist the Bidder in planning and testing all communication connections to

state sites. If additional state government staff assistance is expected for e-government activity, that assistance must be specified in the bid response by role and involvement.

Bidders and subbidders will be required to adhere to and sign all applicable state policies related to technology use and security, including a code of ethics.

The Bidder is required to identify all of its strategic business partners who will be actively involved in any e-government application development and/or operations.

III.9. Applications Development Framework

The Department of Finance uses the Capability Maturity Model (CMM) methodology developed by the Software Engineering Institute (SEI) for application development projects. While it is not required for the Bidder to use CMM, Bidders must describe their application development methodology. This description should include, but not be limited to, major project phases, project management processes, lists and descriptions of the project deliverables to be produced. Bidders must identify all checkpoints within their methodology where state acceptance/sign-off is required. In addition, Bidders must explain how each of the following processes will be performed and what role the State would have in the process:

- ? Software Quality Assurance – review and audit of software products and activities to verify compliance with applicable procedures and standards (identify types of established procedures and standards).
- ? System testing – testing conducted to review product code for accuracy of processing as well as accuracy of operation.
- ? Acceptance testing verification and validation - verification that a product meets the specifications and validation that the product meets the customer’s needs.
- ? Risk Management - identification, analysis and prioritization of risks with associated plans to eliminate or mitigate those risks.
- ? Application Maintenance.

Bidders must provide a comprehensive narrative, captioned “**Project Management**,” that illustrates how the Bidder will manage the specific projects identified in this ITB, ensure completion of the scope of services, and accomplish required objectives. The State or agency may review and adjust the installation and implementation schedule in coordination with the Bidder. The Bid response shall provide the following for each project:

- (a) A project plan for implementation and ongoing support of the project. Staffing and timelines for each Work Order will be included in the plan. The following phases will be addressed:
 - ? Initialization of project
 - ? System hardware and software implementation
 - ? Agency application development and implementation
 - ? On-going operations
- (b) An indication of the approximate length of time required after Contract award date, before services could be operational;
 - ? Definition of the timeframes for each implementation activity and requirement to be fulfilled;
 - ? A proposed installation schedule that identifies complete installation of all Bidder services;
 - ? Definition of any dependent services that would be the responsibility of the State and the timeframe.

III.9.1. Pilot Testing

Before final acceptance of each agency e-government offering that is developed, the Bidder may be asked to provide a pilot implementation of the service in order for the State to test the application’s compliance with

interfaces, policies and other services. The testing period shall be decided by the State and the Bidder on a per application basis. Transaction fees will be applied when the application is placed in production.

III.9.2. Integration with Existing Systems

Integration with legacy systems is critical to the success of the State's efforts to provide Web access to government services and information. There are two areas of interface to address: data editing and updating legacy data.

Data Editing

The decision to use off-line or on-line transaction verification processing will be determined for each application based upon documented factors related to the impact to existing application processing, protection of data, and changes required for legacy systems. The agencies, in consultation with the Bidder, will determine the most appropriate method of data editing.

Updating Legacy Data

The State is responsible for all production database updates. The agency, in consultation with the Bidder, will determine the most appropriate interface from which updates can occur. The update format may be batch data entry record format or an on-line transaction that will be processed by the legacy update application or some other method acceptable to the State. The Bidder will not manage or host legacy databases and data sets that support legacy applications.

III.9.3. Shared Applications

It is assumed that a number of core applications will be shared by some applications that are developed for the State. Bid responses should detail the advantages of building or acquiring core modules that can be reused by all on-line applications:

- ? security and authentication services;
- ? issuance of confirmation;
- ? management, storage, and presentation of on-line forms;
- ? search engine services;
- ? on-line help and customer service capabilities;
- ? receipt of electronic revenues;
- ? encryption services;
- ? on-line publication services;
- ? connectivity services;
- ? interfaces and protocols for integrating with back-end systems
- ? shopping cart

III.9.4. Data Repository

Bid responses must describe how they would provide for the storage and management of data that is being utilized to provide services to the public. This requirement includes provision for backup copies of the data so that reconstruction of lost data does not involve the use of original data sets.

III.9.5. Optional Housing of e-government Applications

The Bidder is responsible for all costs associated with the acquisition and maintenance of the hardware and software as well as any telecommunication connections between the Bidder's servers and the State's servers to support an agency e-government application. The State is receptive to housing the agency e-government production servers and test servers at the State's Data Center along with the Bidder staff to operate and manage the site. Bidders must describe their interest, if any, in this arrangement and document clearly if their bid response is based on this arrangement. Please note that the State is not requiring that Bidders offer this housing arrangement.

The Bidder will pay the State for any services provided under this arrangement at the then published rates for the type of services and support provided. Housing the production systems at the State's Data Center may require additional approvals.

Bidder Housing Arrangement: The Bidder will be responsible for the housing arrangements for the contract staff. The Bidder is responsible for all equipment, software and telecommunication connections necessary to support its staff and operations.

If the Bidder desires to use leased line connections, these connections must be protected by a network security firewall. If the Bidder proposes to use any public untrusted medium (e.g. the Internet), it will be the Bidder's responsibility to build and maintain a Virtual Private Network (VPN) using the Internet Engineering Task Force (IETF) standard protocols for encryption and key management (IPSEC/IKE). A firewall will also be required for a VPN. The above standards cover any telecommunications channel associated with this Contract: i.e. Bidder to State, Bidder to Merchant Services Provider. Bidders must describe in detail the firewall design.

III.9.6. Network Topology

In order to provide for adequate network performance, the engineering of network connections between the Bidder's servers, the State Data Center, and their respective Internet Service Providers need to be understood. Bid responses must describe how the Bidder's server(s) will connect to the its Internet Service Providers and how the connection will be established between the Bidder's servers and the State Data Center. Description must address, to the extent possible, how the Bidder's facilities and ISP connections will be engineered to maximize end-to-end performance and minimize the number of router hops in reaching both the Internet backbone and the State's ISP. **Refer to Attachment E, State of Alabama Enterprise Network Diagram, for documentation on the State's connection to its ISP and the Internet Backbone.**

III.9.7. State Technical and Architectural Standards

Compatibility and consistency with the State's technical architecture will minimize potential problem areas relative to interfacing with legacy state systems.

The Bidder will follow State procedures and guidelines for Web development. Bidders must describe their current Web development strategy, tools used in existing Internet sites and their future plans for Web development tools. Bidders must also discuss their use, if any, of XML and any plans for its future use.

The Bidder is responsible for any hardware, software or telecommunications costs that may be required to interface the e-government applications to state legacy systems.

III.10. Security and Authentication Services

The Bidder must:

- ? Ensure that State information is protected with reasonable security measures
- ? Promote and maintain among the Bidder's employees and agents an awareness of the security needs of the State's information,
- ? Safeguard the confidentiality of information and the integrity and availability of data while it is created, entered, processed, communicated, transported, disseminated, stored, or disposed of by means of information technology,
- ? Ensure that appropriate security measures are put in place to protect the Bidder's internal systems from intrusions and other attacks, whether internal or external, e.g., message interception, tampering, redirection, or repudiation.

Bidders must fully describe their approach to security, including but not limited to the use of firewall hardware and software and how these will be configured in their network. **See Attachment E, State of Alabama Enterprise Network Diagram**, which illustrates the State Network's connection to the Internet and the points at which security elements reside in the network. The Bidder must submit a narrative response explaining how their bid response addresses each element of the security infrastructure. Bidders must describe how they would:

- ? Assure confidentiality of data
 1. In transit – provide the ability to execute secure, authenticated, two-way transactions as well as ensuring that all other data is encrypted beyond the reasonable threat of a successful brute force attack;
 2. In storage – ensure that confidential data in databases from which public data is being extracted will not be compromised;
- ? Assure integrity of data – determine how to maintain data integrity and users' confidentiality and privacy; handle legal issues with regard to misuse or fraud and options for resolution;
- ? Maintain access control – determine method needed to prohibit users from accessing data or computer facilities unless such access was expressly approved by the Data Custodian and the State's e-government Project Manager;
- ? Provide authentication – determine how to provide robust authentication services;
- ? Provide audit capabilities – implement date-time stamp and an audit trail for identifying all network security breaches and attempted breaches; implement penetration analysis and intrusion detection policies to ensure that the application remains as secure as possible over time.

The Bidder must provide a minimum of network, server, and transaction security concerning each part of this diagram. The State requires data confidentiality, probably through the use of a standardized and widely distributed tool such as SSL. The State requires data confidentiality, integrity and non-repudiation of transactions. The State expects the transaction to be protected in transit through the use of either private leased-lines or VPNs. Full audit trails must be maintained throughout the entire transaction lifetime. Access control must also be strictly enforced and audited.

Any and all remote administration of the hardware, operating system, or application software will require the use of strong, dual-factor authentication techniques such as token based or challenge-response methods.

For payment transactions made through Internet sites, the Bidder will ensure that transaction information is secured through encryption, authentication, and other standard payment card operating procedures to ensure that card information remains secure. The Bidder shall prohibit users from accessing state data unless such access is expressly approved by the state. The Bidder will maintain and ensure data integrity and user confidentiality and privacy.

The security requirements of this section III.10.1 shall continue to apply to all State information in the hands of the

Bidder after the expiration or cancellation of the Contract.

III.10.1. Access Identification and Authorization

Premium service applications and some citizen/business services will need to be accessed by a unique identification code assigned to an individual or entity using the service.

The Bidders should describe recommended access security options in their bid response.

III.10.2. Privacy and Ownership of Information

Protection of personal privacy must be an integral part of the business activities of the Bidder to ensure that there is no inappropriate use of State information at any time. To this end, the cconfollowing conditions apply:

- ? Personal information obtained by the Bidder will become and remain property of the State,
- ? At no time will any information belonging to or intended for the State be copied, disclosed, or retained by the Bidder or any party related to the Bidder for subsequent use in any transaction that does not include the State,
- ? The Bidder may not use any personal information collected in connection with the Contract issued from this bid for any purpose other than fulfilling the Contract.

The agency that is the designated state Data Custodian of specific data must approve all access to that data. Data Custodian is defined as any branch or agency of the state that collects, stores, generates or maintains information. The Bidder does not have any ownership over data at any time. Privacy policies established by governmental agencies or state or federal law must be complied with. Privacy policy statements as may be developed and amended from time to time by the State will be appropriately displayed on agency Web pages. In particular, the Bidder will provide sufficient security to protect the data of the State. The Bidder will work with the State e-government Manager to identify the appropriate Data Custodians.

The terms of this section III.10.2 shall continue to apply to all State information in the hands of the Bidder after the expiration or cancellation of the Contract.

III.10.3. Audit Functions

The Bidder will define the parameters of a comprehensive security audit. The State will review and must approve the comprehensiveness of the proposed security audit. The Bidder will ensure that the security audit is performed on a quarterly basis. The Bidder will arrange to have this audit conducted by an unbiased third party at no additional cost to the state. The Bidder will submit for approval, the name and background of the third party auditor. The Bidder must provide the State its plan for correcting or remedying any audit exceptions identified as a result of the security audit within sixty (60) days of completion of the audit. The Bidder will describe their plan for independent security audits and provide technical specifics relative to those audits.

III.11. Customer Service

The Bidder will provide for customer service help to users of the State's e-government services.

The first contact point for customer service may well be the Bidder. For issues related to usage, navigation, applications, or user problems regarding the e-government application, the Bidder may be asked to handle. Any issues regarding the back-end processing of state applications or state maintained Web pages would be forwarded to the help facility within each agency.

Bid responses must describe how the following customer service areas will be addressed:

III.11.1. Telephone and Email Support

Telephone and email support must be available seven days per week and 24 hours per day every day of the year. This support would be offered to all users without additional charge. All questions or inquiries must be responded to in one (1) business day. Bid responses must provide a plan for telephone and email support for users that would be received by the Bidder. Bid responses must specify the type and level of customer support as well as response time standards to be provided. Bidders must also include a description of how customer support will be integrated into the design of the application itself.

A record of telephone calls and email questions and their disposition will be maintained and forwarded to the manager for review.

Telephone and email support requirements include the following:

- ? Logging of customer telephone calls and e-mails to ensure inquiries are properly addressed in a timely fashion.
- ? Review of telephone calls and e-mail logs to identify and rectify frequent inquiries.
- ? Reporting of telephone calls and e-mail logs to the state on an agreed upon schedule and manner. This includes various reports that will help the state identify user issues.

III.11.2. On-line Help Information

Bid responses must describe how the Bidder would provide on-line help and references, e.g. icons, directories, tutorials, for its services to users. Bid responses must describe how the users would access this information.

III.11.3. Customer Relations Management

Bid responses must describe how the Bidder will perform Customer Relationship Management (CRM). This includes features and services that the Bidder can provide to the customer that would encourage repeat business.

III.11.4. Customer Surveys

Bid responses must describe the Bidder's plans for periodically conducting customer satisfaction surveys and for determining the level of use, acceptance, and ease of use of agency e-government applications. The Bidder will, at agreed upon intervals, report to the State on how the issues identified in customer surveys are being addressed. Each agency e-government application must include on-line customer satisfaction surveys as one of its features.

III.12. Service Level Agreements

The State, in conjunction with the selected Bidder, intends to establish Service Level Agreements (SLAs) for the

development and on-going operations of e-government applications. Given the magnitude and possible scope of the e-government project, it is important that the Bidder and the State enter into a contractual relationship that succinctly defines service level agreements and commitments. It is the intent of this section to specifically define the minimum Service Level Agreement criteria that is desired by the State. The technical requirements that are presented throughout this ITB document represent the State's *minimum* requirements. **Attachment D - Liquidated Damages - Service Level Agreements** identify the performance standards and associated liquidated damages that will be assessed the Bidder. The Bidder must state in the ITB response its understanding of and agreement to comply for each category. The Bidder should consider carefully the infrastructure and other resources that will be required to meet these SLAs.

Monthly diagnostic reports in the categories outlined below will be used to verify and analyze Bidder conformance with the defined service level agreements. The State will have access to all performance data, in raw and processed form, for the purpose of SLA verification.

Bid responses must describe how the Bidder will measure and report on each performance category below, on at least a monthly basis. Proposed measurement and reporting tools should be described, as well as how the State will receive the reports – e.g. via on-line access, CD-ROM, or other means.

A. Enterprise Application Availability

This SLA will address performance of enterprise application availability. Availability includes the hardware, system software, telecommunications and shared interface applications.

B. Security Management

This SLA will address performance of security management. Security management includes all the components that make-up the security barriers to the application, data while being transmitted to or through the application and data available to the application. The security barriers may include firewalls, intrusion detection, virus protection, access control, authentication and other mechanism and techniques to ensure the system and data is protected.

C. Application Availability

This SLA will address performance of the individual applications provided by the Bidder where the impact to the user community is isolated to the specific application and not all other agency applications on the host server.

III.12.1. Network and Server Performance Measurement

Monitoring and measuring the end-to-end performance experienced by end users can be facilitated by network management and monitoring tools. Bidder will describe how it proposes to obtain measurements and report on an ongoing basis on the performance experienced by users from different locations including, but not limited to: a workstation on the State's Intranet on the State's campus ring and a workstation using a State-supplied PPP account. Performance management tools must provide an integrated and time-synched mechanism with which the State and the Bidder can monitor server and network performance of all aspects of the transaction, excluding any client-side performance monitoring. Include a description of what automated tools would be employed and how on-line access to performance reports will be provided to the State. Also describe any use of sub-Bidders or outsourced services to perform Web site monitoring service functions.

III.12.2. Performance Monitoring and Problem Resolution

Bid responses must describe their plans for performance monitoring and problem resolution. The Bidder must show how it will respond to system malfunctions, and diagnose and solve problems within a time period to be agreed upon with the State. Procedures should be included for interfacing and consulting with hardware and software Bidders to identify and correct problems. Maintenance shall be performed at times that will not adversely impact daily operations. The Bidder will coordinate maintenance schedules and procedures based on the State's requirements. Bidder's plans for regularly performing normal and preventive software maintenance

shall be included in their bid responses.

III.12.3. Availability

The State's e-government applications must be operational and available to the users 24 hours a day, seven days a week, every day of the year. The only exception will be for pre-defined systems administration and maintenance. Individual applications may be unavailable based on the individual agency legacy application operational schedule. Scheduled downtime must be coordinated with and approved by the State with at least a seven (7) day advance notice prior to performing the scheduled downtime. Scheduled downtime must be scheduled during off-hours. Bidders must describe their approach and experience on availability and the scheduling of routine maintenance downtime.

III.12.4. Disaster Recovery

The Bidder will establish and maintain an alternative processing arrangement adequate to resume within 24 hours the application's processing services provided under the Contract, in the event the agency site or equipment is unavailable due to either human error, equipment failure, man made or natural disaster. Bidder must describe in detail their recommended approach for alternative processing arrangements, identify their alternative processing site, and their disaster recovery testing cycle.

III.13. Service Priorities

Bidders must describe their design, development, testing procedures and documentation for implementing the types of applications listed below. Bid responses must suggest what services should be developed and implemented first that will encourage and promote the adoption by citizens and business. The Bidder will be asked to assess the initiatives of state agencies in the area of electronic government so duplicate effort is not initiated.

The first pilot application to be delivered is the Alabama Board of Nursing license renewal application. This application should be implemented within forty-five (45) days of Contract award.

Other high priority applications being planned or discussed include:

- ? Board for Registration of Architects
- ? Electrical Contractors Board
- ? Board of Examiners of Dietetic/Nutrition Practice
- ? General Contractors Licensing Board
- ? Plumbers and Gas Fitters Examining Board
- ? Real Estate Commission
- ? Board of Social Work Examiners
- ? State Bar Association
- ? Board of Examiners in Speech Pathology and Audiology

This is not a complete list of potential applications. Attachment A provides a short abstract of applications. The State expects Bidders to recommend services that could strengthen the business model for Alabama. Estimated transaction volumes for several potential applications have also been listed in Attachment A. They are estimated volumes and Bidders must not consider them to be a guarantee of volume.

Bidders must list and describe service applications similar to the ones listed above that they have developed and

implemented which could be customized for use by the state.

III.14. Experience and Abilities

Each Bidders must describe the experience of its organization to develop and maintain enterprise-level e-government service of the size and scope that will be required to support the State of Alabama. Some of the experience and abilities the State is seeking from the Bidder are as follows:

- 1) Ability to provide a quick implementation of e-government solutions.
- 2) Prior e-government development and implementation experience. Descriptions must include examples showing the Bidder's performance on other state e-government applications. Information provided about other e-government applications sites should include number of Web hits, number of transactions processed, number of registered or premium users/subscribers.
- 3) Experience in delivering state government oriented applications that can be easily customized. Such applications may include, but not be limited to: Professional Licenses renewals, Environmental licenses and permits, Medicaid eligibility, Search on Corporate Filings, Income Tax payments, State archive information.
- 4) Experience with technical architecture compatible to the State's current technical architecture.

III.15. Cost Bid

III.15.1. The Cost Bid shall be submitted to the State clearly marked to distinguish it from the Technical bid.

III.15.2. The Cost Bid required format is provided in **Attachment B**, and the Cost Bid must be recorded on an exact duplicate thereof. The cost evaluation model will include a "per transaction costs" or "per convenience fee" for defined e-government applications, a percentage rate for merchant agreement transactions and "consulting services hourly rates" for specified classifications.

These costs and rates will be provided on a graduated scale of transaction volumes for total State usage each month. Bidders may refer to Attachment A, Estimated Volumes by Agency, for the purpose of estimating the total usage of the system. The information in Attachment A is based on the best information available to the State at this time, but the estimated volumes are not guaranteed.

"Per Transaction Cost": The applications defined in the cost evaluation model are projected to be some of the initial applications implemented at the State. The cost per transaction will constitute the maximum cost allowable under this Contract based on a sliding scale of transaction volumes. Transaction costs are defined as ALL transaction costs billed directly to the agency. Transaction costs will be defined within two alternatives. The first alternative includes solutions that are web-based and include Interactive Voice Recognition (IVR) capability. The second alternative includes solutions that are web-based only. An abstract of each application is provided in **Attachment A**.

"Per Convenience Fee": The convenience fee will constitute the maximum fee allowable under the Contract based on a sliding scale of transaction volumes. Convenience fees are defined as ALL transaction costs billed directly to the taxpayer. Convenience fees will be defined within two alternatives. The first alternative includes solutions that are web-based and include Interactive Voice Recognition (IVR) capability. The second alternative includes solutions that are web-based only. An abstract of each application is provided in **Attachment A**.

"Per Percentage Rate": The percentage rate will constitute the maximum cost allowed based on the fee

charged by the application. Merchant fees will be defined within two alternatives. The first alternative includes solutions that are web-based and include Interactive Voice Recognition (IVR) capability. The second alternative includes solutions that are web-based only. An abstract of each of the application fees is provided in **Attachment A**.

“Consulting Services Hourly Rates”: For each identified classification, define the hourly rate for consulting services per the requirements in **Section III.8.3**. The hourly rate must be a fully burdened rate that includes, labor, per diem, travel, overhead and any other costs related to the service.

The volumes identified in the Cost Bid Evaluation Model are estimated volumes only, based on the best information available at the time. The actual volumes may vary during the life of the Contract. An item in the Cost Bid Evaluation Model that is a no charge item should be entered as 0 (zero) in the Model.

The Cost Evaluation Model will be used to establish the lowest cost bid to the State as defined in **Attachment F - Cost Bid Evaluation Method**.

III.15.3. The Cost Bid shall specifically record the exact cost amounts proposed in the appropriate space as required by **Attachment B**. Said proposed cost shall incorporate all cost for the proposed scope of services for the total Contract period.

III.15.4. The Cost Bid shall record only the proposed cost as required, and shall not record any other rates, amounts, or information. It shall not record any text that could be construed as a qualification of the cost amounts proposed. If the Bidder fails to specify the Cost Bid as required, the State shall determine the bid to be non-responsive and reject it.

III.15.4. The Bidder must sign and date the Cost Bid.

Attachment A - Estimated Volumes by Agencies

Agency	Application	Description	Current Annual Volume	1st Year Est. Internet Volume	2nd Year Est. Internet Volume	3rd Year Est. Internet Volume	\$\$ Range of Fees
Board for Registration of Architects	Application and renewal of licenses	Electronic Filing of application and renewal of licenses	2000 Annually	400	1000	1800	\$100
Board for Registration of Architects	Register of Licensed Architects	Electronic request, delivery and payment for register of licensed architects					
Electrical Bidders Board	License Renewal	Electronic renewal and payment	1600 Staggered Quarterly	400	800	1500	\$35-\$200
Board of Examiners of Dietetic Nutrition Practice	License Renewal	Electronic renewal and payment	800 Annually	200	400	700	\$125
General Contractors Licensing Board	License application and renewal	Electronic application, renewal and payment	7000 Staggered Annually	1500	3500	6000	\$200
General Contractors Licensing Board	General Contractors Listing	Electronic delivery and payment					

Alabama Board of Nursing	License Renewal	Electronic renewal and payment of licenses	43000 RNs (Even Yrs) 25,000 LPNs (Odd Yrs)	4000	12000	15000	\$60
Plumbers and Gas Fitters Examining Board	Certification Renewal	Electronic renewal and payment	20,000 Annually	4000	10,000	18,000	\$25-\$100
Real Estate Commission	License Renewal	Electronic renewal and payment	26,000 (bi-annual)	10,000		20,000	\$70-\$95
Board of Social Work Examiners	Application and renewal of license	Electronic application, renewal and payment	4100 (Staggered - two year license)	800	2000	3000	\$60
State Bar Association	License Renewal	Electronic renewal and payment	9,700 Active 3,000 Special	2,500	6,000	10,000	\$125 - \$250
State Bar Association	Conference Registration	Annual conference registration and electronic payment					
Board of Examiners in Speech Pathology and Audiology	License Application and Renewal	Electronic renewal and payment of license renewal	840 Annually	200	400	800	\$50

Attachment B - Cost Bid (U. S. Dollars)

B.1 e-government Application and Merchant Services

The following table must be used to provide transaction costs and convenience fees for a combination of e-government transactions and merchant services that are web-based including Interactive Voice Response (IVR):

Monthly Transaction Volume	Transaction Cost	Convenience Fee
0 - 1999		
2000 - 3999		
4000 - 5999		
6000 - 7999		
8000 +		

The following table must be used to provide transaction costs and convenience fees for a combination of e-government transactions and merchant services that are web-based only:

Monthly Transaction Volume	Transaction Cost	Convenience Fee
0 - 1999		
2000 - 3999		
4000 - 5999		
6000 - 7999		
8000 +		

B.2 e-government Application Services Only

The following table must be used to provide per transaction costs and convenience fees for e-government applications without merchant services that are web-based including Interactive Voice Response (IVR):

Monthly Transaction Volume	Transaction Cost	Convenience Fee
0 - 1999		
2000 - 3999		
4000 - 5999		
6000 - 7999		
8000 +		

The following table must be used to provide per transaction costs and convenience fees for e-government applications without merchant services that are web-based only:

Monthly Transaction Volume	Transaction Cost	Convenience Fee
0 - 1999		
2000 - 3999		
4000 - 5999		
6000 - 7999		
8000 +		

B.3 e-government Merchant Services Only

The following table must be used to provide per transaction costs and convenience fees based on percentage of the transaction amount for applications that are web-based including Interactive Voice Response (IVR):

Monthly Transaction Amounts	Transaction % Cost	Convenience % Cost
\$0 - 999,999		
\$1,000,000 - \$2,999,999		
\$3,000,000 - \$4,999,999		
\$5,000,000 - \$6,999,999		
\$7,000,000 - \$9,999,999		
\$10,000,000 +		

The following table must be used to provide per transaction costs and convenience fees based on percentage of the transaction amount for applications that are web-based only:

Monthly Transaction Amounts	Transaction % Cost	Convenience % Cost
\$0 - 999,999		
\$1,000,000 - \$2,999,999		
\$3,000,000 - \$4,999,999		
\$5,000,000 - \$6,999,999		
\$7,000,000 - \$9,999,999		
\$10,000,000 +		

B.4 e-government Consulting Services

Classification	Hourly Rate
WEB Designer	
WEB Publisher	
Advanced WEB Publisher	
WEB Programmer/Analyst	
Advanced WEB Programmer/Analyst	

Attachment C - Consulting Classification Skills

Web Designer - Creates and maintains Web sites and all corresponding links. Uses Web authoring tools, scripting languages and various content generation tools. Develops basic graphics for these Web pages using graphic creation software. Implements Web sites using FTP software. Has thorough understanding of all policy and architecture requirements in the state Web environment, including hardware and software standards. The Web Designer should have a minimum of two (2) years experience in actual Web design.

Web Publisher - Develops basic Web pages using various HTML and XML content generation tools. Develops advanced graphics for these Web pages using multiple graphic creation software packages. Has a basic understanding of all policy and architecture requirements in the State. The Web Publisher should have a minimum of one (1) year experience in Web page development.

Advanced Web Publisher - Develops basic and advanced Web pages using various HTML and XML content generation tools. Develops basic and advanced graphics for these Web pages using graphic creation software. Creates audio and video files intended for the Web. Has a thorough understanding of all policy and architecture requirements in the State, including hardware and software standards. The Advanced Web Publisher should have a minimum of two (2) years experience in advanced Web page development.

Advanced Web Programmer/Analyst - Analyzes and documents the business functions of small to medium system applications intended for use on the web. Builds client and server Web applications using State standard software development tools and scripting languages. Has limited Java experience. Creates single use database solutions for Web sites. Has a basic understanding of security technologies in use today, particularly as it relates to e-commerce. The Web Programmer/Analyst should have a minimum of one (1) year experience in Web programming.

Attachment D - Liquidated Damages

Service Level Agreements

The additional remedies identified in this attachment shall not be construed to limit or restrict the State's application of any other remedies available under this Contract.

The term "total monthly collections under this Contract" used in A, B, and C below means the amount collected by the Bidder, including convenience fees and transactions fees, based upon the management reports submitted by the Bidder pursuant to Section III.12.8.4.

In the case of the first month for which the enterprise becomes available or an application becomes available, the term "for the entire calendar month" refers to the portion of the month after the enterprise or application, as the case may be, first becomes available.

A. Enterprise Application Availability

In concert with the Technical Requirements definitions in the ITB Section III.12.A., for portal availability, the following shall define the SLA commitment for the State enterprise-wide availability:

Performance Standard: Enterprise available 99.7% of the time for the entire calendar month.

Penalty: Failure to meet the above availability requirement for any month will result in a penalty payment of two percent (2%) of the total monthly collections under this Contract for such month.

B. Security Management

In concert with the Technical Requirements definitions in the ITB Section III.12.B. for security management, the following shall define the SLA commitment for Security Management:

Performance Standard: State Security Management identifies security breaches, attempted breaches, or attacks and takes corrective action within 2 hours of the occurrence.

Penalty: Failure to meet the above security management requirement will result in a penalty payment for each occurrence, even if there is more than one occurrence in a month. The penalty shall be ten percent (10%) of the total collections under this Contract for the month of the occurrence.

C. Application Availability

In concert with the Technical Requirements definitions in the ITB Section III.12.C. for application availability, the following shall define the SLA commitment for the specific application availability:

Performance Standard: Applications provided by the Bidder will be available to the customer 99.5% of the time for the entire calendar month. Penalty: Failure to meet the above application availability requirement will result in a penalty payment of two percent (2%) of the total monthly collections under this Contract, determined taking into account only collections under the applications for which the failure occurred.

Attachment E - State of Alabama Enterprise Network Diagram

Attachment F - Cost Bid Evaluation Method

The state is seeking a Bidder to provide three types of Internet services:

- ? Application and Merchant Services (AMS)
- ? Merchant Services Only (MSO)
- ? Application Services only (ASO).

Each bidder must provide costs for each of these services within the specified ranges as defined in **Attachment B**. AMS and ASO costs are based on a transaction cost to the agency and convenience fee to the taxpayer basis by month. MSO services cost are based on a percentage of the monthly transaction dollar amounts. Failure to provide costs for all three services and all ranges will result in the bid being rejected.

The bids for each service and range will be ranked individually in ascending cost order and a numerical score assigned to the rank. Bids having the same cost for a service/range will receive the same rank and score.

Scoring:

The bid having the lowest cost will receive a score of 10 for that service and range. The bid with the second lowest cost will receive a score of 9 and so on. All bids below the top ten bids will receive a score of 0 (zero)

Rank	1	2	3	4	5	6	7	8	9	10	>10
Score	10	9	8	7	6	5	4	3	2	1	0

Weighting Factors for Scores:

Weighting factors have been assigned based on the estimate of the percentage of total transactions by type. The score for each service and range will be weighted by the factor shown below:

Service	Percentage	Weighting Factor
AMS	70%	7
ASO	10%	1
MSO	20%	2

The score for AMS transactions will be multiplied by 7 within each range. The score for ASO transactions will be multiplied by 1 within each range. The score for MSO transactions will be multiplied by 2 within each range. The weighted scores for services and ranges will be added together to form the final cost score for the bid.

Please Note: **Failure to provide costs for all three services and all ranges within each service will result in the bid being rejected.**

END OF SECTION III